with Windows™ and provides CLECs with access to the same pre-ordering functions available to SWBT retail operations through SWBT's "back office" systems. Ham Aff. ¶ 23. Verigate was designed for CLECs that do not want to use EASE or to pursue development of their own graphic user interface and are not ready to use DataGate. Response time from these "back office" systems will be the same for SWBT and the CLECs because these systems cannot distinguish which company is requesting a function.

10. DataGate is a SWBT gateway which provides an application electronic interface for those CLECs with their own graphical user interface. Ham Aff. ¶ 24. It provides CLECs with pre-ordering capabilities for resold services and UNEs. Sprint has been testing DataGate since the end of January 1997 and AT&T has been testing since March 13,1997. DataGate accesses the same "back-office" systems used by SWBT retail operations. Because these "back office" systems cannot distinguish which company is requesting a function, response time from these systems will be the same for SWBT and the CLECs.

11. AT&T as well as Mr. Friduss suggest a measurement of end-to-end response time. AT&T Pfau Aff. Attachment 1 & Friduss Aff. ¶ 61. Since the beginning and ending points of such transmissions occur at the CLEC premise, the measurement reflects response time from the end user perspective. Only a CLEC can measure the end-to-end response time of its own users.

12. Mr. Friduss lists three additional pre-ordering measurements that he feels need to be required to evaluate parity: Pre-Order OSS availability, pre-order Service Center availability and pre-order BOC Service Center Response. Friduss Aff. ¶

61.

13. SWBT will provide the same availability to OSS as SWBT provides itself because the CLECs use the same systems. Any unscheduled downtime will be the same for both the CLEC and SWBT.

14. The Local Service Provider Service Center ("LSPSC") will provide the CLEC with pre-order service center availability. Ham Aff. ¶ 15 & Lowrance Aff. ¶ 10.

15. The pre-order service center response time is included in the Sprint interconnection agreement in Oklahoma as well as AT&T's interconnection agreement in Texas. SWBT will provide to the CLECs the average speed of answer of the LSPSC as compared to the SWBT service order centers.

16. SWBT has agreed to provide to the CLECs the percentage of missed appointments for POTS and percentage of missed due dates for Special Services. These measurements are a percentage of service orders where SWBT did not meet the appointment (POTS) or due date (Special Services). The percent of missed appointments provide the CLECs with the ability to ensure that SWBT is providing parity service in regards to meeting customer commitments. SWBT does not report "order completion intervals". AT&T Pfau Aff. ¶ 21 & Friduss Aff. ¶ 63. Order completion interval is a measurement, which can be manipulated by the CLECs by requesting longer installation intervals than normal in order to give the appearance of lack of parity.

17. AT&T and Mr. Friduss state that a measurement of order accuracy is also required to determine parity for ordering and provisioning. AT&T Pfau Aff. ¶ 22 & Friduss Aff. ¶ 62. An alternative measurement is "installation reports within 10

days (I10)" for POTS or "installation reports within 30 days (I30)" for Special Services. These measurements are the percentage of service orders that after closure generate a customer report within 10 days for POTS and 30 days for Special Circuits. SWBT does not directly measure order accuracy. An incorrect order that has been installed will in most cases result in a trouble report. This will be reflected in either the I10 rate or the I30 rate depending on the service. This measurement is clearly more indicative of parity since it used by ILECs and measures the direct impact on the end user. SWBT has agreed to provide the CLECs with this measurement.

18. The ability to obtain order status as quickly as a SWBT representative is a concern expressed by AT&T. AT&T Pfau Aff. ¶ 23. SWBT has made available to all CLECs an electronic interface to check on the status of pending orders that have been entered and accepted for processing. Order Status is a feature of the SWBT Toolbar (formerly known as Customer Network Administration), which is a SWBT developed system that is available to CLECs today for checking the status of service orders, or to verify that a service order is completed. Ham Aff. ¶ 34. Toolbar is currently used by SWBT retail customers and interexchange carriers and provides the CLECs equivalent access to the same "back office" systems that SWBT representatives access to check the status of service orders. As with pre-ordering, SWBT cannot provide the CLEC with end-to-end response time measurements. Again, only a CLEC can measure the end-to-end response of its own end users.

19. Mr. Friduss lists two additional ordering performance measurements required to

judge parity: firm order response time and flow-through. Friduss Aff. ¶ 62.

20. Firm order response time is an adequacy measurement as defined by Mr. Friduss and was negotiated in the Sprint interconnection agreement. Therefore, no comparative measurement is required.

21. Flow through is a measurement of an internal SWBT process. SWBT ordering systems do not differentiate between SWBT or CLEC customers. This measurement is not required to determine parity service since in all likelihood it will not impact the CLEC's customer's service. If flow through causes a problem, other measurements, such as % missed due dates, will be impacted.

22. Additional provisioning measurements (mean installation interval, held orders, completed order accuracy and 911 database update speed and accuracy) were listed as requirements by Mr. Friduss to assess parity. Friduss Aff. ¶ 63.

23. SWBT will provide the measurement "Mean Installation Interval" as defined by Mr. Friduss in ¶ 63 of his affidavit if requested by the CLEC.

24. SWBT will provide the held order measurement as defined by Mr. Friduss in ¶ 63 if requested by the CLEC. Additional definition will be required by the CLEC at the time of request.

25. SWBT does not measure completed order accuracy for itself. This measurement should be determined by the CLEC. If completed order accuracy is a problem, it will be reflected in the % installation reports within 10 days, which SWBT has agreed to provide as noted in ¶ 17.

26. The process for updating the 911 database for resale is the same for the CLECs as for SWBT. The updates are automatically initiated via a CRIS order upon

completion. This process is identical for CLECs and SWBT. For UNEs once the order has been completed, a CRIS order is manually entered by the LSPSC into the system and the flow is the same as for SWBT and CLEC resale. SWBT has no plans at this time to measure response time on manual processes.

27. "Percent of held orders" as defined by AT&T corresponds to SWBT's measurements of percentage missed appointments for POTS and percentage missed due dates for Special Services. AT&T Pfau ¶ 24. As stated in ¶ 16 above, SWBT has agreed to provide these measurements for both SWBT and CLECs.

28. AT&T implies that SWBT has not agreed to maintenance and repair measurements. AT&T Pfau Aff. ¶ 25. SWBT has agreed to provide the maintenance performance measurements: trouble report rate, repeat reports, mean time to repair, out of service over 24 hours and Local Service Provider Center ("LSPC") speed of answer. Friduss Aff. ¶64

29. The measurement "restoral intervals" requested by AT&T is not a measurement that would be helpful when assessing parity. AT&T Pfau Aff. ¶ 26. If the CLECs have a disproportionate number of long duration troubles, the impact will be seen in the average receipt-to-clear and mean time to restore duration measures. Using these duration measurements, which SWBT has agreed to provide, the CLECs will be able to determine if a parity problem exists.

30. AT&T's definition of "estimated time to restore" corresponds to SWBT's percentage of missed commitments. AT&T Pfau Aff. ¶ 28. This measure tracks the percentage of total reports for which SWBT missed a commitment. SWBT

has already agreed to provide this measurement.

31. SWBT provides the CLECs access to the same network databases used by SWBT to provide its retail services. Deere Aff. ¶ 75 and 81 - 109. The network quality measurements discussed by Mr. Friduss in ¶ 65 in most cases cannot be provided on a CLEC specific basis. Since the same network and databases are used to provide service to SWBT and the CLEC, SWBT will provide such measurements on a total network basis.

32. All providers are served by the same network and will be equally effected by a network event. SWBT has every incentive to prevent network failures because SWBT will be disproportionately effected by a network outage. SWBT will provide the CLECs with a report on major network events on a combined basis.

33. SWBT and the CLECs share the SS7 Links and Database systems. The built-in redundancy of the SS7 network allows for the loss of a link without effecting service. If a major service failure does occur, it will have a larger impact on SWBT than the CLECs. There is no practical reason to provide parity measurements when dealing with shared systems or facilities.

34. Post dial tone delay and blocked call attempts are measurements based on shared facilities. These service indicators are measured on a wire center basis. All providers served in the same wire center will be equally effected by a condition which adversely effects dial tone delay or blocked call attempts. Therefore, SWBT will not provide any parity measurements.

35. There is no need to compare transmission levels for SWBT and CLEC customers. If there is a transmission problem detectable by the customer, in all likelihood a

trouble report would be issued. This would be reflected in the report rate per 100 lines.

36. SWBT provides CLECs with a choice of four options for obtaining electronic access to billing information: Bill Plus™, EDI, Customer Network Administration (CNA), and Usage Extract Feed. Ham Aff. ¶ 40. SWBT and each CLEC negotiate the access option, timeliness of delivery and accuracy of billing record requirements. There is no need for a comparison of measurements to determine parity. If the service provided by SWBT meets the agreed upon requirements then the customer has been served and parity achieved.

37. SWBT will provide separate performance measurements for UNE and resale as discussed by Mr. Friduss. Friduss Aff. ¶ 69. MCI states that the intervals for unbundled loops are too long and do not represent parity service with that offered by SWBT. MCI Agaston Aff. ¶ 24. Parity measurements are not applicable for UNEs because SWBT provides services and not UNEs to its customers. In the words used by Mr. Friduss this would be an "apples-to-oranges" comparison. Friduss Aff. ¶ 29. There can be no measurement to ensure parity where SWBT does not provide its own customers with an equivalent offering.

38. SWBT agrees with Mr. Friduss that the measurements discussed in the application as reported today are not sufficient to judge parity. Friduss Aff. ¶ 47. Where SWBT has agreed to a measurement, SWBT will provide separate data for retail versus wholesale.

39. SWBT agrees with Mr. Friduss that operational definitions of UNE loop provisioning intervals and INP provisioning intervals need to be agreed upon by

both the CLEC and SWBT. Friduss Aff ¶ 51. SWBT will negotiate with the CLEC to define the appropriate start and stop time for such intervals.

40. Mr. Friduss suggests that a key to determining market parity would be to provide the measurements agreed to in the FCC First Report and Order and Further Notice of Proposed Rulemaking more frequently than monthly and on a geographic and class of service basis. Friduss Aff. ¶ 58. SWBT believes that monthly data is sufficient to judge parity. We would agree that reporting at a geographic level such as State would be more appropriate than on a company basis. SWBT would agree to provide measurements broken down at a class of service level if we measure at that level.

41. The average speed of answer for toll and directory assistance will be the same for the CLECs and SWBT since the same operators will handle all customers. Therefore, a comparative measurement is not required since parity is assured by the way the calls are handled.

42. The method of transmittal of data is not a performance measurement issue. SWBT will negotiate this with the CLEC at their request. SWBT will provide results for the individual CLEC, all other CLECs combined and SWBT retail.

CONCLUSION

43. SWBT is committed to providing measurements that will ensure that parity is maintained, and is in general agreement with many of the measurements proposed by Mr. Friduss. SWBT will report to the State Commissions the required Quality

of Service Measurements (Attachment-A)[1]. These State measurements and any additional measurements that have been negotiated will also be reported to the CLECs. Several of the measurements AT&T suggests have been arbitrated and ruled to be unnecessary. Cause No. PUD 960000218 page 8. AT&T is trying to win what has been lost in arbitration. The Act does not contemplate such interference with negotiated or arbitrated agreements.

44. The performance measurements that should most concern the CLECs are: 1) whether the service was delivered when it was promised, and 2) was it correct. SWBT has agreed to provide the meaningful performance measurements that have a direct impact on customer service. These are the measures where parity should be of the greatest concern. SWBT had indicated its willingness to work with the Federal Communications Commission and the state regulatory commissions to develop meaningful measurements of parity if they become necessary.

45. In the final analysis, CLECs are free to negotiate additional performance measurements they may feel are appropriate. SWBT will entertain any reasonable proposal for performance measurements that a CLEC is willing to pay for. However, the determination of appropriate performance measurements is best left to negotiation between the parties, rather than a "one size fits all" solution through regulation.

[1] Attachment A contains examples of reports submitted to the appropriate commissions for Arkansas, Kansas, Missouri, and Texas. The Oklahoma commission does not require a regular report, but at their

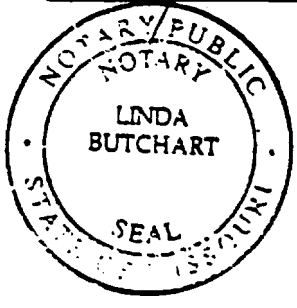
The foregoing affidavit is true and correct to the best of my knowledge, information, and belief.

William R Dysart

WILLIAM R. DYSART
AREA MANAGER - PERFORMANCE MEASUREMENTS
SOUTHWESTERN BELL TELEPHONE COMPANY

STATE OF MISSOURI)
) ss.
CITY OF ST. LOUIS)

Subscribed and sworn before me, the undersigned authority, on this 20th day of MAY, 1997.



Linda Butchart

NOTARY PUBLIC
LINDA BUTCHART
NOTARY PUBLIC STATE OF MISSOURI
ST LOUIS COUNTY
MY COMMISSION EXP NOV 19,1998

My commission expires on:
11-19-98

ATTACHMENT A

Arkansas, Kansas, Texas, and Missouri Commission Requirements

ARKANSAS

APSC SERVICE PERFORMANCE REPORT SR-T 3.01 4.01 4.06

222
MC GEHEE
AXE
10RS.2

[redacted]

ACCESS LINES

TOTAL TROUBLE RPTS

NON-REGULATED

EXCLUDED

MEASURABLE RPTS

TROUBLE INDEX

TOTAL COS REPORTS

NON-REGULATED

EXCLUDED

MEASURABLE RPTS

RESTORED 24 HOURS

PERCENT

TOTAL APPLICATIONS

W/I 5 DAYS

PERCENT

TOTAL APPLICATIONS

W/I 30 DAYS

PERCENT

KANSAS

Quality of Service Plan

Indicator	Benchmark	Threshold	Action
Customer Trouble Reports (CTRs) .. *Number of trouble conditions reported to the Service Provider's trouble reporting center. See A-1*	6 CTRs/100 Access Lines, or less, for LECs serving more than 10,000 Access Lines.	Failing Benchmark for 2 consecutive months = a 'Jeopardy' condition.	Company to submit a correcting action plan with monthly report.
	8 CTRs/100 Access Lines, or less, for LECs serving between 1,000 and 10,000 Access Lines.	Failing Benchmark for 4 out of 6 rolling months = a 'noncompliance' condition.	Staff recommendation to the Commission for imposition of a penalty fine, in accordance with Sec.3, (l) of Ks. Telecom. legislation (HB 2728).
	10 CTRs/100 Access Lines, or less, for LECs serving less than 1,000 Access Lines.		
% Repeat Trouble Reports (RTRs). .. *Repeat reports of trouble on an access line during the previous 10 days, as a % of monthly total CTRs. See A 2*	20%, or less, of repeat reports.	Failing Benchmark for 2 consecutive months = a 'Jeopardy' condition.	Company to submit a correcting action plan with monthly report.
		Failing Benchmark for 4 out of 6 rolling months = a 'noncompliance' condition.	Staff recommendation to the Commission for imposition of a penalty fine, in accordance with Sec.3, (l) of Ks. Telecom. legislation (HB 2728).

KANSAS

Indicator	Benchmark	Threshold	Action
Average Customer Repair Intervals ... *Ave. repair service time. See A-3*	An average of 30 Hours, or less, for repair service.	Failing Benchmark for 2 consecutive months = a 'jeopardy' condition.	Company to submit a correcting action plan with monthly report.
		Failing Benchmark for 4 out of 6 rolling months = a 'noncompliance' condition.	Staff recommendation to the Commission for imposition of a penalty fine, in accordance with Sec.3, (l) of Ks. Telecom. legislation (HB 2728).
% Appointments met .... *The % of customer service appointments which are met on time. A-4.*	90%, or greater, of Appointments met on time.	Failing Benchmark for 2 consecutive months = a 'jeopardy' condition.	Company to submit a correcting action plan with monthly report.
		Benchmark for 4 out of 6 rolling months = a 'noncompliance' condition.	Staff recommendation to the Commission for imposition of a penalty fine, in accordance with Sec.3, (l) of Ks. Telecom. legislation (HB 2728).

840.0208 - PUC Substantive Rules

UTILITY Southwestern Bell Telephone Company

TEXAS
TELEPHONE SERVICE REPORT

		OBJECTIVE
SERVICE ORDERS		
1.	% Regular orders completed in 5 working days	90%
2.	% Primary orders completed in 5 working days	95%
3.	% Installation commitments met	90%
4.	Number of held primary service orders at month end (over 30 days old)	Not specified
5.	Number of held regrade orders at month end	LESS THAN 1% OF THE ACCESS LINES
ANSWER TIME		
6.	Toll & assistance ("O") answer time	
	Average answer time	85% answered within 10 sec. or average of 3.3 seconds
7.	Directory assistance answer time	
	Average answer time	85% answered within 10 sec. or average of 5.9 seconds
8.	Business Office	
	% within 20 seconds	90% answered within 20 sec.
9.	Repair service	
	% within 20 seconds	90% answered within 20 sec.
TROUBLE REPORTS		
10.	Customer trouble reports per 100 access lines	no more than 6
11.	% of out of service reports cleared in 8 working hours	90%

QUALITY OF SERVICE REPORT

Attachment A

TELEPHONE COMPANY:
Southwestern Bell
Missouri

DATE: February 14, 1997
QUARTER END: 12/31/96

DESCRIPTION					
INSTALLATION					
Regular Service Orders					
A. Orders Complete Within 5 Working Days	90%	85%			
B. % Commitments Kept - Due Date	90%	88%			
Regrade Service Orders					
A. Orders Complete Within 30 Days	90%	85%			
HELD ORDER					
New Installations					
A. Over 30 Days	*******	*******			
B. Orders Complete Exceeding 30 Days	*******	*******			
Regrade Orders					
A. Over 30 Days	*******	*******			
B. Orders Complete Exceeding 30 Days	*******	*******			
SERVICE					
A. Dial Tone Within 3 Seconds	97%	95%			
B. Local Call Completion	97%	94%			
C. DDD Calls Completed Outgoing Trunks	97%	95%			
D. Calls Complete Interoffice Trunks	96%	95%			
ANSWER					
A. Operator Handled Calls (10 seconds)	89%	83%			
B. Automated Operator Calls (2.8 seconds)	2.8	4.0			
C. Calls to Repair Service (20 seconds)	90%	85%			
D. Calls to Business Office (20 seconds)	90%	85%			
MAINTENANCE					
A. Trouble Reports Per 100 Access Lines	8.5	10			
B. Trouble Reports Cleared Within 24 Hours	85%	80%			
C. % Trouble Commitments Kept	90%	85%			

Questions ?? Edie Honaker 331-2529

ARKANSAS

APSC SERVICE PERFORMANCE REPORT SR-T 3.01 4.01 4.06

222
MC GEHEE
AXE
10R5.2

ACCESS LINES	[redacted]
TOTAL TROUBLE RPTS	
NON-REGULATED	
EXCLUDED	
MEASURABLE RPTS	
TROUBLE INDEX	
TOTAL COS REPORTS	
NON-REGULATED	
EXCLUDED	
MEASURABLE RPTS	
RESTORED 24 HOURS	
PERCENT	
TOTAL APPLICATIONS	
W/I 5 DAYS	
PERCENT	
TOTAL APPLICATIONS	
W/I 30 DAYS	
PERCENT	

KANSAS

Quality of Service Plan

Indicator	Benchmark	Threshold	Action
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840.0208 - PUC Subchapter Rules

UTILITY Southwestern Bell Telephone Company

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B. Orders Complete Exceeding 30 Days	*******	*******			
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A. Dial Tone Within 3 Seconds	97%	95%			
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D. Calls Complete Interoffice Trunks	96%	95%			
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B. Trouble Reports Cleared Within 24 Hours	85%	80%			
C. % Trouble Commitments Kept	90%	85%			

Questions ?? Edie Honaker 331-2529

Attachment A

to the

Affidavit of

William C. Deere

25 Pages

Southwest Region LNP Network Operations Team Meeting
Houston, Texas
April 29-30, 1997

FUTURE MEETING SCHEDULES:

May 20-21, 1997 (8:30AM to 5PM [20th], 8:30AM to 3PM [21st])
Host: AT&T (Mark Lancaster)
Location: Kansas City International Embassy Suites
816-891-7788 (15 rooms blocked for reservations)
Conference Call: 1-334-262-0740, Code: 700524 (10 Ports)

AGENDA

- Process Flow Text - SW Region
- No EDI - how to transmit
- Potential SWBT presentation of the LSR for LNP
- and discussion of Multi-carrier LSR Scenarios
- Reserved Number Flow Process
- Wireless Porting Requests
- E911 U/M timing reports from all participants
- Choke Network Proposal
- Network Management Update
- Issues List Review
- Test Plan Report from Texas Implementation Team
- Priority of Switch Office Rollout Update
- INP-to-PNP Process (tentative closure)
- Code Opening Process (tentative closure)
- Repair Process (tentative closure)
- Provisioning Process (tentative closure)
- New Business/Others
- Network Management

June 2-4, 1997 LNP Complex LSR Ordering and Provisioning Issues (Cross-Industry Focus Group)
Site: St. Louis, Missouri

June 26-27, 1997
Host/Site: Any Volunteers?

July 22-23, 1997
Host/Site: To be determined

August
Host/Site OCC/Oklahoma City?

NOTE: ALSO, POSSIBLE LOCKHEED MARTIN meeting in Chicago on **May 14-15, 1997** for NPAC OVERVIEW

Southwest Region LNP Network Operations Team Meeting
Meeting Minutes

In attendance: See Attachment #1

Mark Lancaster covered the planned agenda:

- Volunteer for minutes (Donna McLaughlin)
- Minutes accepted from past meeting 3/28-29
- Education session (4/30 p.m.)
- Issue list (4/30 a.m.)
- LNP LSR scenarios (4/30 a.m.)
- Test Plan (SS7-to-NPAC certification test)
- Switch priority lists
- NANC update
- INP (Interim number portability) to PNP (Permanent number portability)
- E911

NANC UPDATE: Marilyn Murdock

Finalized process flows and the associated narratives from NANC were provided attendees (Attachment #2 and #3).

The NANC final committee report from the working group is complete and incorpo output from the Technical and Operations Task Force and the Architecture Task F The document will be delivered to the FCC on May 1, 1997. The document incluc national issues, some of which were discussed at previous Southwest Region Tea meetings. Future steps for the committee to work were recommended, including: general oversight, LNPA initial deployment oversight, dispute resolution, long ter location and service portability, change management for NPAC, number pooling, wireless requirements, expanded NANP environment. These action items will be discussed in the May 1, 1997 meeting and the committee will set forth work plans pursue recommended actions.

To access documents from the different committees, refer to the associated intern web site addresses:

WWW.FCC.GOV/CCB/NANC - NANC Reports and Minutes
WWW.PORTED.COM - Ameritech site for Illinois requirements, etc.
WWW.NPAC.COM - Requirements

Mark Lancaster and Marilyn Murdock discussed and diagrammed the structure of NANC committees (Attachment #6).

The NANC flows were accepted by the Southwest Region LNP Operations Team. Don Dabney commented that the team's local interpretation of the NANC flow narratives is not yet complete. This review will be covered in the May meeting. Mark requested all participants evaluate the Southwest Region text and come prepared to discuss any modifications. The output from our past 2/27/97 team meeting is included for review in Attachment #9.

NPAC/LSMS Audit: Karen Kay

Karen provided a quick overview of the Service Provider to Service Provider Audit Function. It allows a service provider to use the NPAC to audit a specific telephone number (or range of numbers) in another service provider's LSMS. The NANC recommendation does not support allowing a service provider to block an audit from occurring. NANC recognized this could be abused. Audit blocking would potentially be reconsidered at a later time. Karen provided a handout to describe the three types of audits (Attachment #4 contains three types of audit descriptions with associated diagrams).

Reserved and Unassigned Number Policy:

Marilyn read the document from NANC regarding reserved numbers (Section 7 of the Architecture Plan in the Appendix). Karen Kay provided a handout to describe the policy recommendation for porting of reserved and unassigned numbers and the compliance process (Attachment #6).

Reserved number porting should be allowed between companies if a legally binding written agreement exists between the old service provider and the customer, reserving specific number(s). The reserved number(s) may <u>not</u> be used by the new service provider for a different customer and must be returned to the owner with snapback standards when the customer disconnects their service. NANC recognized this will require OSS updates and the functionality may not be initially available.

Donna McLaughlin proposed that the SW region develop flow process standards for reserved number porting including the exchange of LSR type information and activation of the NPAC. Mark recommended reserved numbers be added to the Southwest Region issues list. Questions should include: How does new service provider request reserved numbers from the old service provider? Do we use the LSR? If so, what fields will need to be on the LSR? Do we have a temporary fix to the LSR as it exists today? Karen Kay will prepare a draft flow process for reserved number porting and present it at the next meeting.

OBF has not defined standards for the reserved number process. Donna McLaughlin agreed to submit a SWBT issue statement and request SWBT's OBF contact to take the issue forward.